

Incident# 522329 is assigned to Justice Grants Tier 3

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From: JustGrants.Support@usdoj.gov (justgrants.support@usdoj.gov)

To: justgrantstier3@usdoj.gov

Cc: frednance@clickservices.org

### Exhibit 6

Date: Wednesday, April 28, 2021, 06:34 AM CDT

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Hello,

The following Incident has been assigned to Justice Grants Tier 3:

**Incident #****522329****Summary:**

BJA FY 21 SCA Community Based Reentry Program

**Customer Name:**

Fred Nance

**Description**

I have been trying to submit my documents for this grant solicitation since 6:15 pm (CST). The JustGrants System would not allow me to submit my documents. I called the support line at 7:40 pm (CST) and was the 18th caller. When my call was answered it was approximately 9:15 pm (CST). A message stated JustGrants was experiencing a system error. This is crazy. I cannot submit my grant application. There is nothing wrong with my grant application. I am attaching a copy of it, which is not all of the grant application. This was all the system would permit printing.

I kept getting the message "The Federal Estimated Funding (Federal Share) in the Standard Applicant Information screen does not match the Federal Funds in the Consolidated Category Summary screen. IT DOES MATCH!!!

PLEASE SUBMIT MY GRANT APPLICATION!!! YOUR JUSTGRANTS SYSTEM IS NOT WORKING!!! THE JUSTGRANTS SYSTEM WILL NOT ALLOW ME TO SUBMIT MY GRANT APPLICATION!!! I AM SENDING THIS MESSAGE AT 10:34 PM (CST).

/s/Dr. Fred Nance Jr.  
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Social Policy Analysis and Planning  
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JustGrants Service Desk  
U.S. Department of Justice (DOJ)  
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Email: JustGrants.Support@usdoj.gov  
Service Desk Hours:  
Monday - Friday 5am-9pm  
Saturday, Sunday, and Federal holidays 9am-5pm